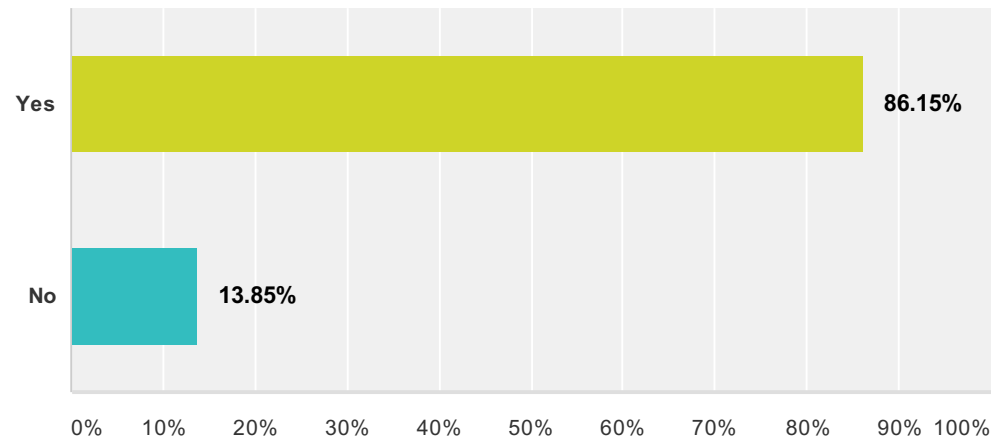


2013/14 VR Client Satisfaction Survey-

Q1 Are you currently employed?

Answered: 195 Skipped: 0



Answer Choices	Responses
Yes	86.15% 168
No	13.85% 27
Total	195

#	If yes, where?	Date
1	Hy Vee	4/23/2014 3:16 PM
2	KBS National Research Center	4/7/2014 11:46 AM
3	Gramercy Hill	1/14/2014 4:38 PM
4	Aging Services	12/30/2013 11:32 AM
5	Region V	12/26/2013 12:12 PM
6	Lazlo's	12/26/2013 11:23 AM
7	Baby Boomers Cycle	12/23/2013 2:11 PM
8	PRC	12/16/2013 10:19 AM
9	Pac N Sav	12/12/2013 4:09 PM
10	FBG	12/12/2013 2:51 PM

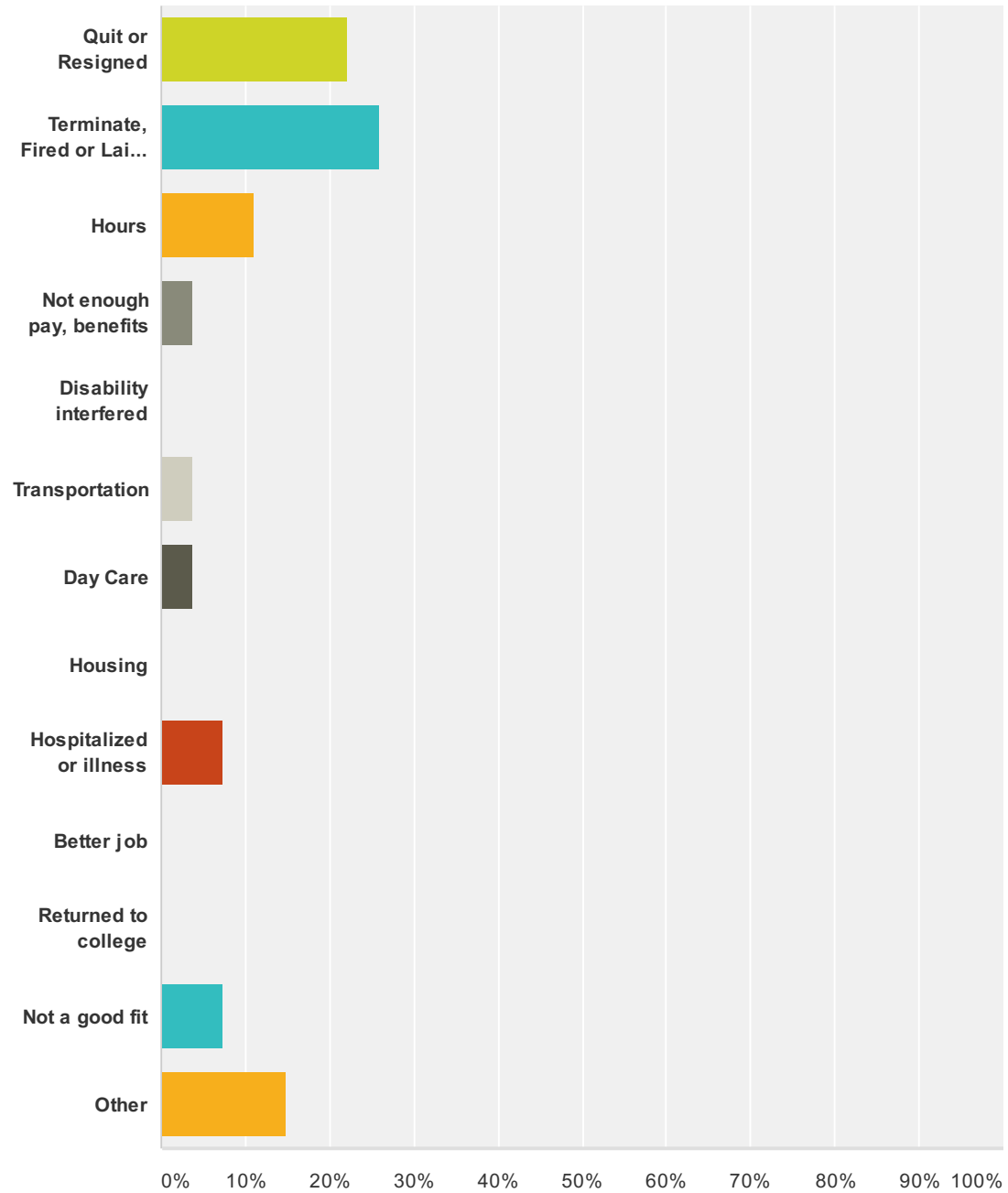
2013/14 VR Client Satisfaction Survey-

11	Valentinos	12/11/2013 3:27 PM
12	Godfather's	12/4/2013 10:06 AM
13	Embassy Suites	12/3/2013 4:23 PM
14	Walmart	11/11/2013 2:17 PM
15	Madonna	11/7/2013 3:00 PM
16	Little Brooklyn Daycare	11/6/2013 10:40 AM
17	Dollar General	11/5/2013 10:33 AM
18	Check N Go	11/5/2013 10:24 AM
19	Molex	10/29/2013 1:14 PM
20	Walmart	10/28/2013 3:06 PM
21	Prairie View Industries	10/28/2013 12:25 PM
22	HyVee	10/25/2013 3:24 PM
23	Brandt Excavating	10/25/2013 12:06 PM
24	Wood Brothers Industry	10/24/2013 9:37 AM
25	Fed Ex	10/21/2013 11:15 AM
26	Sandpoint Electric	10/8/2013 2:34 PM
27	Marry Manor	10/8/2013 12:25 PM
28	ABM	10/7/2013 11:49 AM
29	Nebraska VR	10/2/2013 12:55 PM
30	Mosaic	10/2/2013 12:14 PM
31	League of Human Dignity	10/1/2013 4:34 PM

Q2 If not, why not?

Answered: 27 Skipped: 168

2013/14 VR Client Satisfaction Survey-



Answer Choices	Responses
Quit or Resigned	22.22% 6

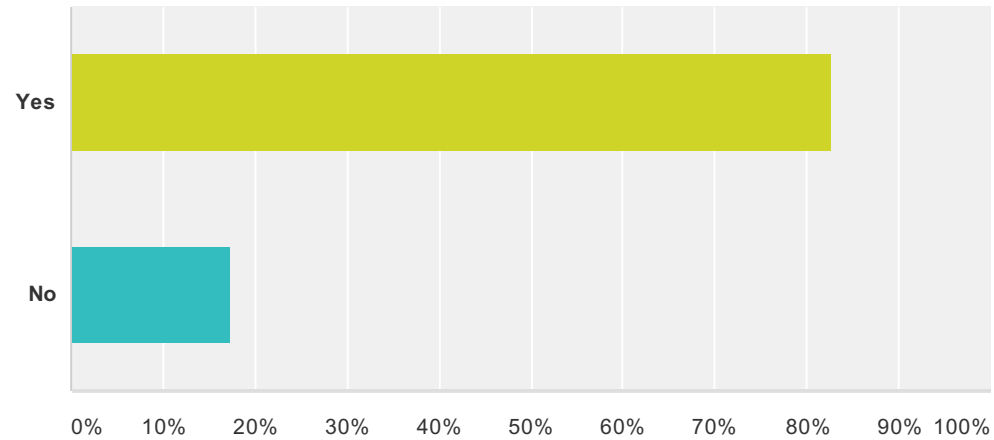
2013/14 VR Client Satisfaction Survey-

Terminate, Fired or Laid Off	25.93%	7
Hours	11.11%	3
Not enough pay, benefits	3.70%	1
Disability interfered	0.00%	0
Transportation	3.70%	1
Day Care	3.70%	1
Housing	0.00%	0
Hospitalized or illness	7.41%	2
Better job	0.00%	0
Returned to college	0.00%	0
Not a good fit	7.41%	2
Other	14.81%	4
Total		27

#	Specify if other	Date
1	Did not pass the background check to be a permanent employee.	6/10/2014 2:41 PM
2	Moved out of state.	5/9/2014 9:38 AM
3	Bullying	4/2/2014 2:58 PM
4	Laid off	1/6/2014 9:48 AM
5	Conflict with a co-worker	12/12/2013 1:24 PM

Q3 Does your job meet your current needs?

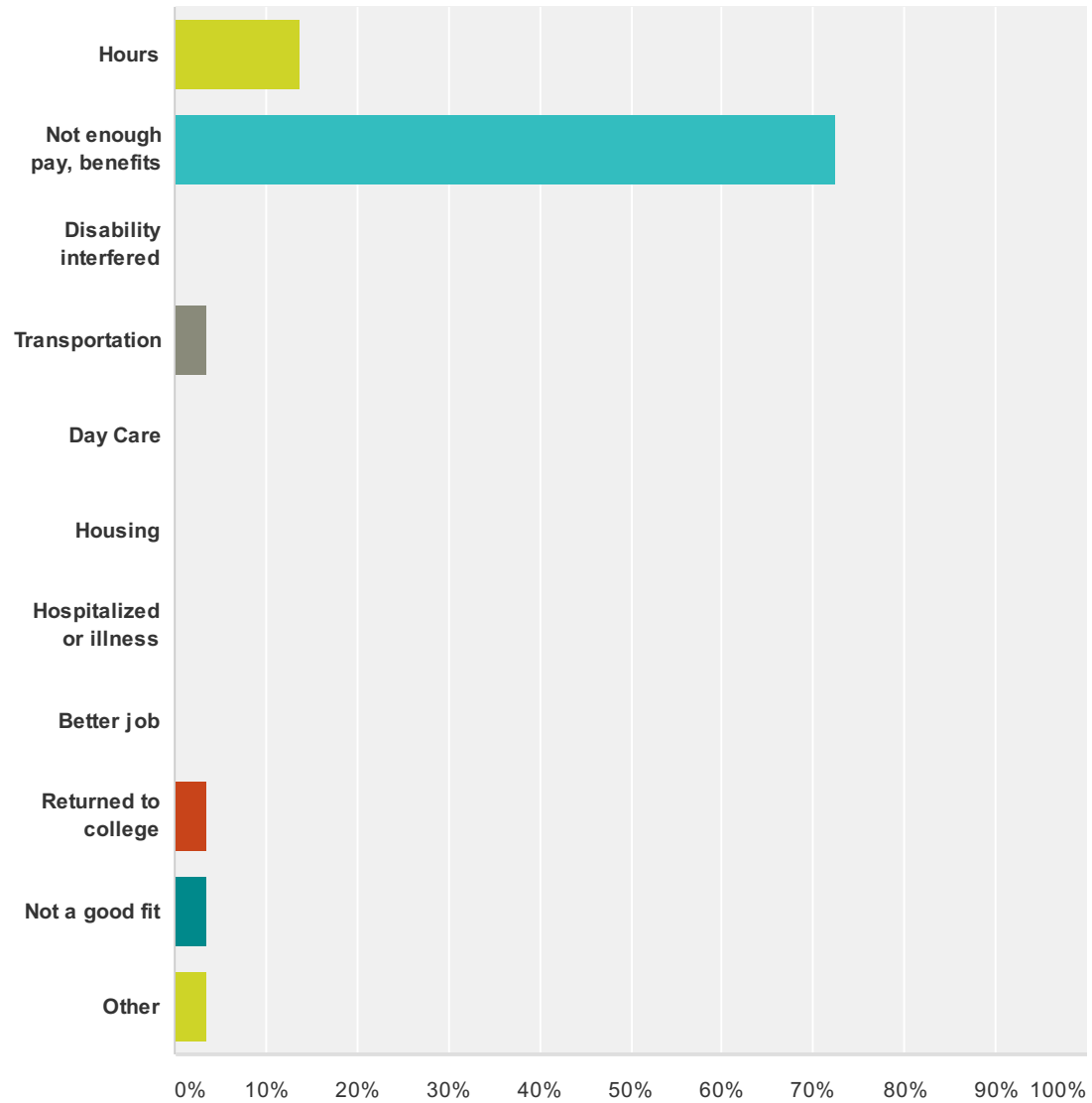
Answered: 168 Skipped: 27



Answer Choices	Responses	
Yes	82.74%	139
No	17.26%	29
Total		168

Q4 If No, what needs are not being met by your job?

Answered: 29 Skipped: 166



Answer Choices

Responses

2013/14 VR Client Satisfaction Survey-

Hours	13.79%	4
Not enough pay, benefits	72.41%	21
Disability interfered	0.00%	0
Transportation	3.45%	1
Day Care	0.00%	0
Housing	0.00%	0
Hospitalized or illness	0.00%	0
Better job	0.00%	0
Returned to college	3.45%	1
Not a good fit	3.45%	1
Other	3.45%	1
Total		29

#	Specify if other	Date
1	Wants to work at a daycare.	6/30/2014 12:17 PM

Q5 What did Nebraska VR provide that was most helpful to you?

Answered: 195 Skipped: 0

#	Responses	Date
1	V.R. helped consumer with clothes, shoes and bus passes.	6/30/2014 4:30 PM
2	Consumer said it has been too long.	6/30/2014 3:23 PM
3	V.R. helped consumer get to work.	6/30/2014 2:55 PM
4	V.R. helped consumer with their rent and to get in school.	6/30/2014 2:10 PM
5	V.R. helped consumer get into Southeast Community College to get a certificate for a daycare assistant. Also, helped consumer with interviews and getting their job.	6/30/2014 12:19 PM
6	Consumer does not remember.	6/30/2014 10:24 AM
7	V.R. helped consumer receive a hearing aid for their air.	6/26/2014 1:42 PM
8	Consumer thought everything was helpful. Jan was awesome for the emotional support with career changes and help with consumer's resume. V.R. also got consumer an iPad.	6/26/2014 1:20 PM
9	V.R. helped consumer go to school to get their certification.	6/26/2014 12:26 PM
10	V.R. did not do anything for consumer.	6/26/2014 11:08 AM
11	V.R. helped consumer try to get through school.	6/26/2014 10:57 AM
12	V.R. gave consumer options, availability and paths consumer could take.	6/26/2014 10:38 AM
13	V.R. helped with job leads and training consumer to be a janitor.	6/26/2014 10:21 AM
14	V.R. helped consumer with their hearing aids. Also, the screening device that connects from the phone to the hearing aids.	6/26/2014 9:56 AM
15	V.R. gave consumer a booklet with their employment history and references.	6/25/2014 4:47 PM
16	V.R. helped pay for consumer's hearing aids.	6/25/2014 4:42 PM
17	V.R. helped consumer fill out job applications.	6/25/2014 4:33 PM
18	The support and consumer's V.R. counselor always seemed to be genuinely interested in the consumer and would keep pushing the consumer.	6/25/2014 3:24 PM
19	V.R. helped consumer when they were in school.	6/25/2014 3:15 PM
20	Consumer said that V.R. did nothing.	6/25/2014 1:05 PM
21	V.R. helped consumer with school tuition.	6/25/2014 11:26 AM

2013/14 VR Client Satisfaction Survey-

22	The financial part of it - getting things done to consumer's truck and trailer. V.R. gave consumer a lot of information and help on small businesses.	6/25/2014 10:21 AM
23	Consumer does not really think V.R. really helped.	6/23/2014 5:13 PM
24	Cannot understand English very well.	6/23/2014 1:14 PM
25	Getting accommodations from V.R. while consumer was in school - books on laptop.	6/23/2014 11:12 AM
26	V.R. helped consumer with hearing aids.	6/23/2014 10:34 AM
27	V.R. helped consumer fix their hearing aid and also provided a carbon monoxide for consumer's house	6/19/2014 3:29 PM
28	EVERYTHING. Could not say anything more specific.	6/19/2014 3:04 PM
29	V.R. gave consumer some ideas and help finding some jobs.	6/19/2014 12:47 PM
30	V.R. did some testing with consumer and then helped consumer apply for jobs.	6/19/2014 10:58 AM
31	V.R. helped consumer get a job.	6/19/2014 8:26 AM
32	V.R. helped consumer find their job.	6/17/2014 3:03 PM
33	V.R. helped consumer try to get their record expunged.	6/16/2014 12:28 PM
34	V.R. helped consumer with a paging system.	6/12/2014 9:37 AM
35	Consumer does not think that she worked with V.R.	6/11/2014 11:11 AM
36	V.R. helped consumer with the job search and getting a job. V.R. also helped consumer with braces for their wrists, clothes and shoes.	6/11/2014 9:39 AM
37	Consumer just met with V.R. one time. V.R. helped consumer get new shoes.	6/10/2014 2:42 PM
38	V.R. helped consumer with a gas voucher.	6/10/2014 9:48 AM
39	V.R. helped consumer financially with school.	6/10/2014 9:04 AM
40	V.R. helped consumer get through college and get a job.	6/4/2014 4:25 PM
41	V.R. helped consumer with their resume.	6/4/2014 3:58 PM
42	All of the V.R. services were helpful.	6/4/2014 3:43 PM
43	V.R. helped consumer understand everything that was going on with jobs.	6/4/2014 3:23 PM
44	V.R. helped consumer find a job.	6/4/2014 3:16 PM
45	V.R. helped consumer gather information for what consumer needed and staying organized.	6/3/2014 1:52 PM
46	The job possibilities that V.R. had to offer. V.R. was very helpful and helped consumer with job applications.	6/2/2014 12:26 PM
47	Just the overall process with V.R. was good.	6/2/2014 11:55 AM
48	V.R. helped consumer buy tools for work.	6/2/2014 8:32 AM
49	Consumer would have to think about it for awhile.	5/30/2014 4:48 PM
50	V.R. helped consumer find a job.	5/30/2014 11:50 AM

2013/14 VR Client Satisfaction Survey-

51	V.R. helped consumer with a scholarship for school.	5/29/2014 2:27 PM
52	V.R. showed consumer how to get a job.	5/29/2014 1:34 PM
53	V.R. helped consumer try and figure out what consumer would like to do for school. Consumer said V.R. put a fire under their belt to make them want to go out and get a job.	5/28/2014 3:35 PM
54	V.R. helped consumer financially, so the consumer was able to get some things in order to be able to start working.	5/28/2014 3:24 PM
55	V.R. helped consumer with school.	5/28/2014 2:34 PM
56	V.R. helped consumer get the supplies that were needed to start their new job.	5/28/2014 1:09 PM
57	Just the assistance from V.R. in general. Everything V.R. provided was very helpful.	5/28/2014 11:27 AM
58	V.R. helped consumer with financial assistance, car repairs and clothing.	5/27/2014 4:38 PM
59	V.R. helped consumer with hearing aids.	5/27/2014 3:48 PM
60	V.R. helped consumer with their college education.	5/27/2014 3:39 PM
61	V.R. helped consumer with their C.N.A. and Medication Aide licenses.	5/27/2014 3:32 PM
62	V.R. helped consumer get confidence and write consumer's resume.	5/27/2014 10:55 AM
63	V.R. taking consumer back in and helping consumer get the job they have now.	5/27/2014 10:28 AM
64	The relationship consumer had with the V.R. counselor and all the job help (resume and practice interviews) they provided.	5/27/2014 9:19 AM
65	V.R. was very timely and great to work with.	5/23/2014 10:24 AM
66	V.R. helped consumer find a job.	5/23/2014 9:46 AM
67	The support V.R. gave to consumer.	5/22/2014 2:59 PM
68	V.R. purchased hearing aids for consumer.	5/22/2014 1:45 PM
69	V.R. helped consumer find their job.	5/22/2014 9:21 AM
70	V.R. helped consumer with some financial assistance while going to school.	5/21/2014 4:02 PM
71	V.R. was able to help consumer find a job by making some phone calls for consumer.	5/21/2014 3:47 PM
72	V.R. helped consumer with their resume.	5/21/2014 9:47 AM
73	Consumer really liked Dave and Darla and how they helped consumer with using the computer to look for jobs.	5/20/2014 9:50 AM
74	Pretty much everything. V.R. helped consumer find a job and classes were offered.	5/20/2014 9:38 AM
75	The encouragement, support system and the fact that V.R. was there for consumer.	5/16/2014 11:58 AM
76	V.R. helped consumer with their resume and talked with consumer's employer. Overall, V.R. was awesome.	5/15/2014 5:09 PM
77	V.R. helped consumer get out of their comfort zone and get job experience	5/15/2014 4:18 PM
78	V.R. helped consumer reach their goals - get a car and job.	5/15/2014 12:36 PM
79	V.R. provided the consumer with someone to talk to about jobs.	5/15/2014 11:03 AM

2013/14 VR Client Satisfaction Survey-

80	V.R. helped consumer with job searching and schooling	5/12/2014 4:57 PM
81	The constant help and always being there for consumer.	5/12/2014 4:04 PM
82	Found job for consumer.	5/9/2014 3:45 PM
83	Helping steer consumer in the right direction when it comes to job searching and how to prepare for job interviews.	5/9/2014 3:40 PM
84	The counseling.	5/9/2014 2:48 PM
85	Helped consumer get gas for their car, so they could go to work. Also, the counseling and guidance V.R. provided was very good.	5/9/2014 9:39 AM
86	Helped consumer purchase left arm to his computer	5/5/2014 3:20 PM
87	Help with school because consumer was able to get a job on their own.	5/5/2014 10:05 AM
88	Helped consumer get their scooter.	5/5/2014 9:46 AM
89	Online resources for jobs.	5/2/2014 10:02 AM
90	Access to a computer.	5/2/2014 9:53 AM
91	They helped consumer get medication to help with consumer's ADHD.	5/1/2014 5:03 PM
92	Helped and gave suggestions in regards to consumer's resume. Also, helped when consumer had any questions.	5/1/2014 2:58 PM
93	More opportunities with jobs and helping consumer get a job.	4/30/2014 5:04 PM
94	School (college). Helped consumer get their Associate and Bachelor Degrees.	4/30/2014 3:34 PM
95	Consumer did not really use Vocational Rehabilitation that much.	4/25/2014 3:07 PM
96	Giving the consumer confidence.	4/25/2014 9:47 AM
97	Consumer already had a job when working with Vocational Rehabilitation.	4/24/2014 4:14 PM
98	Gave consumer a list of places that were hiring.	4/24/2014 4:01 PM
99	Helped consumer get applications and talk to employers. Consumer did not have any self-confidence and was just getting out of prison and Vocational Rehabilitation helped consumer a lot.	4/24/2014 10:46 AM
100	Helped job search	4/23/2014 3:19 PM
101	Helped consumer find the listing for their job and helped fill out the application.	4/23/2014 2:33 PM
102	Taught consumer how to network and go out to interviews.	4/23/2014 12:22 PM
103	Consumer's hearing aids.	4/23/2014 12:05 PM
104	Helped consumer get their education and always checking in with consumer.	4/21/2014 3:49 PM
105	Helping consumer try to find a job.	4/21/2014 3:41 PM
106	They helped consumer get hearing aids.	4/21/2014 12:59 PM
107	Helping consumer find a job.	4/21/2014 12:48 PM
108	Being able to talk with them and having them be able to understand.	4/21/2014 11:49 AM

2013/14 VR Client Satisfaction Survey-

109	Helping consumer one-on-one trying to find a full-time job.	4/21/2014 10:41 AM
110	Help with resume and job leads.	4/18/2014 4:40 PM
111	Good job options.	4/18/2014 2:59 PM
112	The support.	4/17/2014 11:00 AM
113	Helping consumer find a job.	4/16/2014 5:08 PM
114	Help with getting hearing aids.	4/15/2014 2:57 PM
115	Hearing aids and the support system that Vocational Rehabilitation offers.	4/15/2014 10:26 AM
116	Purchased consumer's new prosthetic.	4/9/2014 11:17 AM
117	Helped consumer get the job.	4/8/2014 12:02 PM
118	Helped consumer get hearing aids, so consumer was able to keep their job.	4/8/2014 11:31 AM
119	Helped consumer with a grant to get business started.	4/8/2014 11:13 AM
120	They did testing on consumer to see what kind of work consumer could do. VR was also able to help consumer do a trial work job to see if consumer was able to work. VR also helped with Assistive Technology to get consumer a chair. VR changed consumer's life.	4/8/2014 11:03 AM
121	Referred to HOPE	4/7/2014 11:48 AM
122	How to get back into the workforce and fill out job applications.	4/3/2014 10:43 AM
123	Just getting the consumer in the door; Vocational Rehabilitation already had the lead for the job.	4/3/2014 10:34 AM
124	The interview to get the job.	4/3/2014 10:22 AM
125	Helped consumer get the job that they have had for three years.	4/3/2014 10:16 AM
126	Supplying consumer with hearing aids, so consumer can do their job.	4/3/2014 10:08 AM
127	They provided support groups, so consumer could express their feelings and what they were going through. Also, learning how to integrate back into society.	4/3/2014 9:42 AM
128	Helped with school and getting a job.	4/2/2014 4:20 PM
129	Helped find a job.	4/2/2014 4:01 PM
130	Help finding a job and further consumer's education.	4/2/2014 3:57 PM
131	Help paying for school.	4/2/2014 3:42 PM
132	Helped get things organized and fill out job applications.	4/2/2014 3:37 PM
133	Provided with specific federal regulations applicable to consumer's situation.	4/2/2014 3:31 PM
134	Getting consumer the job and hearing aids.	4/2/2014 3:22 PM
135	Assistance to get through school.	4/2/2014 3:13 PM
136	Did not provide anything. Talked about getting work shoes, but never heard anything back from Vocational Rehabilitation.	4/2/2014 2:58 PM
137	Helped pay for school and complete resume.	4/2/2014 12:12 PM

2013/14 VR Client Satisfaction Survey-

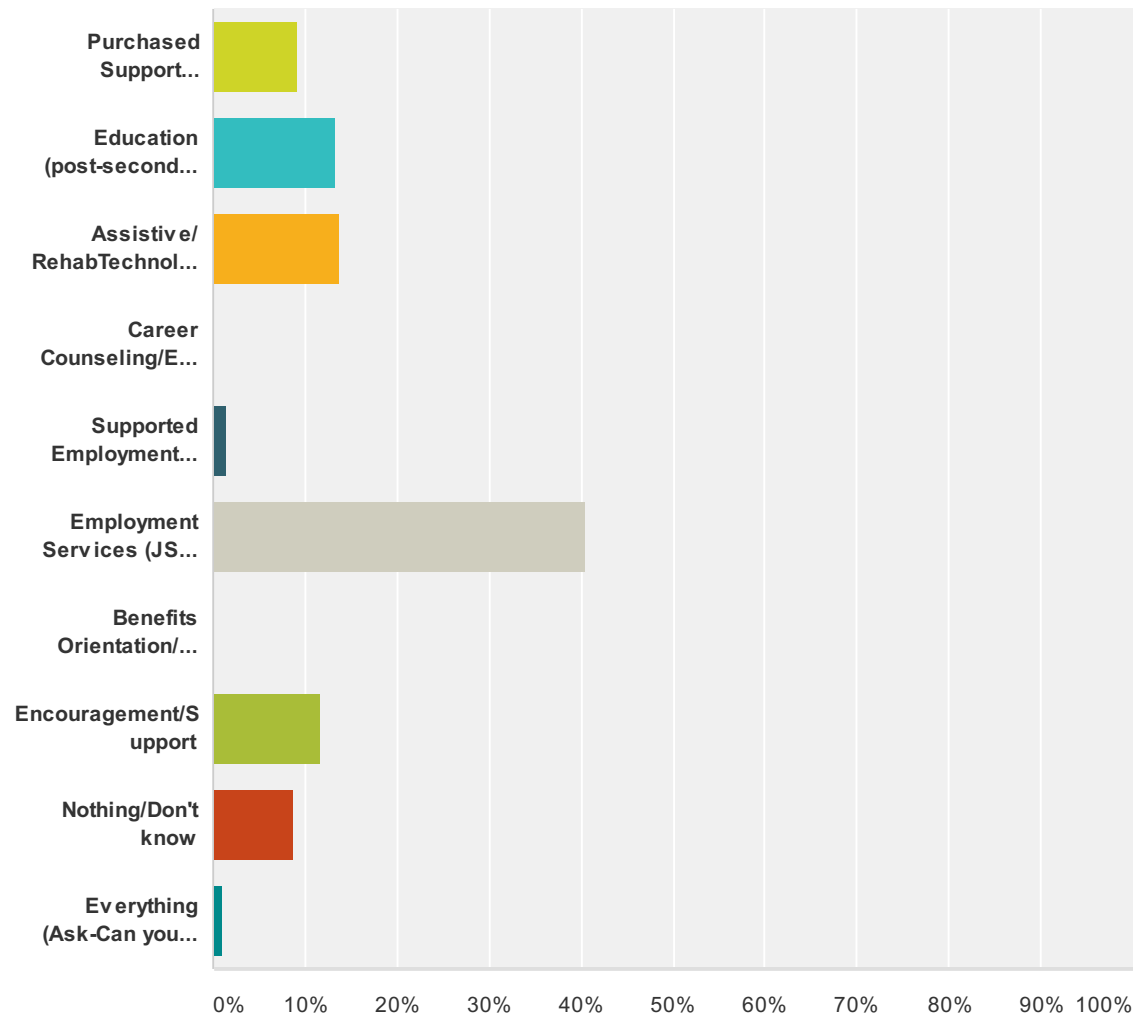
138	Helped consumer get a pair of work boots.	4/2/2014 12:02 PM
139	Financial aide.	4/2/2014 11:41 AM
140	Helped get into an automotive program at SCC.	4/2/2014 11:24 AM
141	Help getting through school.	4/2/2014 11:20 AM
142	Access to a job.	4/2/2014 11:11 AM
143	Helping with the job search and getting consumer's resume ready for interviews.	4/2/2014 10:29 AM
144	Help finding work and continued updates of performance on the job.	3/26/2014 2:36 PM
145	Helped with school.	3/20/2014 4:41 PM
146	Helped to get a job.	3/20/2014 2:08 PM
147	Getting mind ready for the work world.	3/20/2014 2:02 PM
148	Helped finding jobs.	3/19/2014 4:44 PM
149	Helped with job search.	3/19/2014 3:44 PM
150	Helping find places that were hiring.	3/19/2014 3:38 PM
151	Found a job.	3/19/2014 10:57 AM
152	Does not know.	3/19/2014 10:36 AM
153	Was able to get hearing aids.	3/19/2014 10:30 AM
154	Helping pay for going to school.	3/19/2014 10:06 AM
155	Helping find a college and getting through college.	3/19/2014 9:48 AM
156	Opening up options and keeping client focused on job searching.	3/18/2014 3:57 PM
157	Just helping find a job.	3/18/2014 1:51 PM
158	Applying online for the job because of no computer access.	3/17/2014 2:35 PM
159	Helped find the job.	3/17/2014 11:34 AM
160	Helping have confidence for filling out applications and job interviews.	3/17/2014 10:36 AM
161	Helped with school and support.	3/17/2014 10:31 AM
162	Support in college and after college.	3/17/2014 10:16 AM
163	The community support and financial help, since being out of prison.	3/5/2014 2:18 PM
164	Applications and resumes	1/14/2014 4:39 PM
165	Help with van modifications	12/30/2013 11:32 AM
166	Filling out applications	12/26/2013 12:12 PM
167	HOPE Program - transportation, resource to talk out workplace issues	12/26/2013 11:35 AM

2013/14 VR Client Satisfaction Survey-

168	Motorcycle lift for my shop so I could open my business	12/23/2013 2:14 PM
169	Help toward my associate's degree in business	12/16/2013 10:21 AM
170	Job coaching	12/12/2013 4:18 PM
171	Nothing	12/12/2013 2:52 PM
172	Help finding the job	12/12/2013 1:24 PM
173	Job search	12/11/2013 3:28 PM
174	Setting me up with volunteer work to get something on my resume	12/4/2013 11:08 AM
175	A new watch and help with transportation	12/3/2013 4:24 PM
176	Finding the job	11/11/2013 2:17 PM
177	Money for school	11/7/2013 3:02 PM
178	Communicating skills	11/6/2013 10:44 AM
179	Ideas about where to apply for jobs	11/5/2013 10:34 AM
180	Filling out paperwork for the job	11/5/2013 10:24 AM
181	Support	11/4/2013 2:17 PM
182	Resume & emotional support	10/29/2013 1:16 PM
183	Help on the computer looking for jobs, resume	10/28/2013 3:07 PM
184	Pushing Region V to find him competitive employment	10/28/2013 12:33 PM
185	Finding the job	10/25/2013 3:26 PM
186	Resume writing	10/25/2013 12:06 PM
187	Hearing Aids	10/24/2013 9:37 AM
188	Nothing	10/21/2013 11:17 AM
189	Resume writing	10/11/2013 10:35 AM
190	Education	10/8/2013 2:34 PM
191	Buying my computer	10/8/2013 12:25 PM
192	Clothing for work and gas for the first couple of weeks	10/7/2013 11:49 AM
193	Believed in me	10/2/2013 12:56 PM
194	Driving test	10/2/2013 12:17 PM
195	Nothing this time - I found this job on my own. Last time they helped me with computer software.	10/1/2013 4:40 PM

Q6 Mark the category the client indicated was the most helpful.

Answered: 195 Skipped: 0



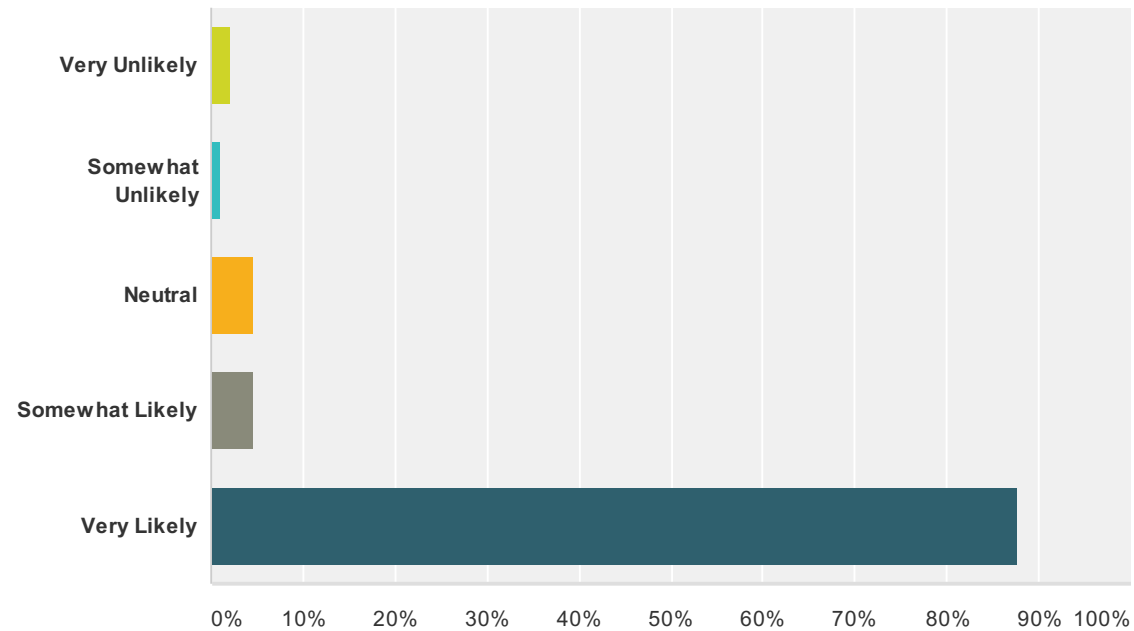
Answer Choices	Responses	
Purchased Support Services (clothing, gas, bus tickets, auto repair, interpreter, etc.)	9.23%	18
Education (post-secondary training)	13.33%	26

2013/14 VR Client Satisfaction Survey-

Assistive/ RehabTechnology (Assistive device, hearing aids, prosthesis, medical goods, home/vehicle mods)	13.85%	27
Career Counseling/Evaluation (Career planning, vocational evaluation, etc.)	0.00%	0
Supported Employment (Goodwill, Community Alliance, DD Provider, Autism Center of Nebraska, etc.)	1.54%	3
Employment Services (JSS, application/resume assistance, interview prep, advocating with employers, etc.)	40.51%	79
Benefits Orientation/Benefits Analysis	0.00%	0
Encouragement/Support	11.79%	23
Nothing/Don't know	8.72%	17
Everything (Ask-Can you be more specific?)	1.03%	2
Total		195

Q7 How likely are you to recommend Vocational Rehabilitation to a friend or family member?

Answered: 195 Skipped: 0



Answer Choices	Responses	
Very Unlikely	2.05%	4
Somewhat Unlikely	1.03%	2
Neutral	4.62%	9
Somewhat Likely	4.62%	9
Very Likely	87.69%	171
Total		195

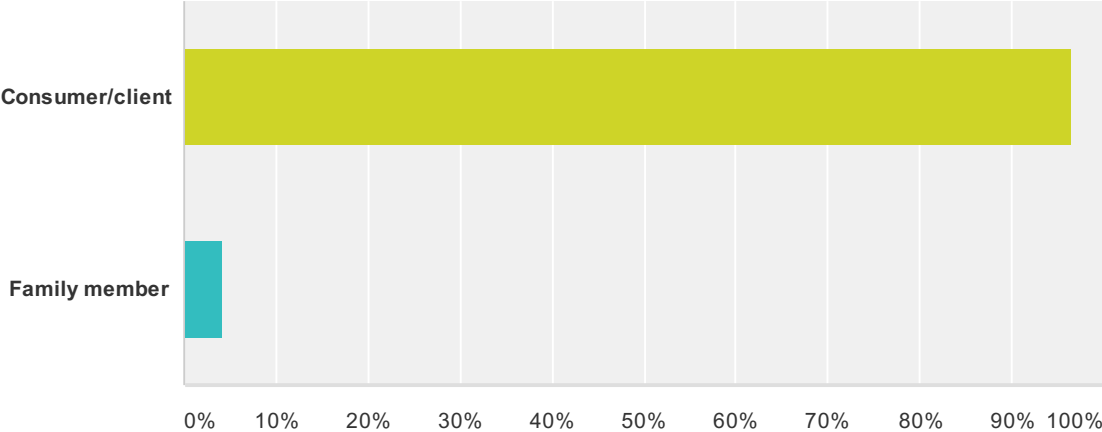
Q8 Please share any other comments or suggestions you may have.

Answered: 6 Skipped: 189

#	Responses	Date
1	Consumer thought that V.R. was an extremely slow process and consumer ended up going out and getting a job on their own.	5/27/2014 4:42 PM
2	Consumer was not satisfied with their services.	4/24/2014 4:03 PM
3	Depends on the counselor. Some things have been very helpful, and at times it has been very frustrating.	4/23/2014 3:20 PM
4	One problem is that the consumer does not hear back from anyone at Vocational Rehabilitation by phone or email.	4/21/2014 1:00 PM
5	Angela was great!	4/2/2014 11:21 AM
6	The only complaint that I have is that it was a very long process. This job meets current needs, but not long-term needs to be more independent.	12/26/2013 11:36 AM

Q9 Who did you talk with?

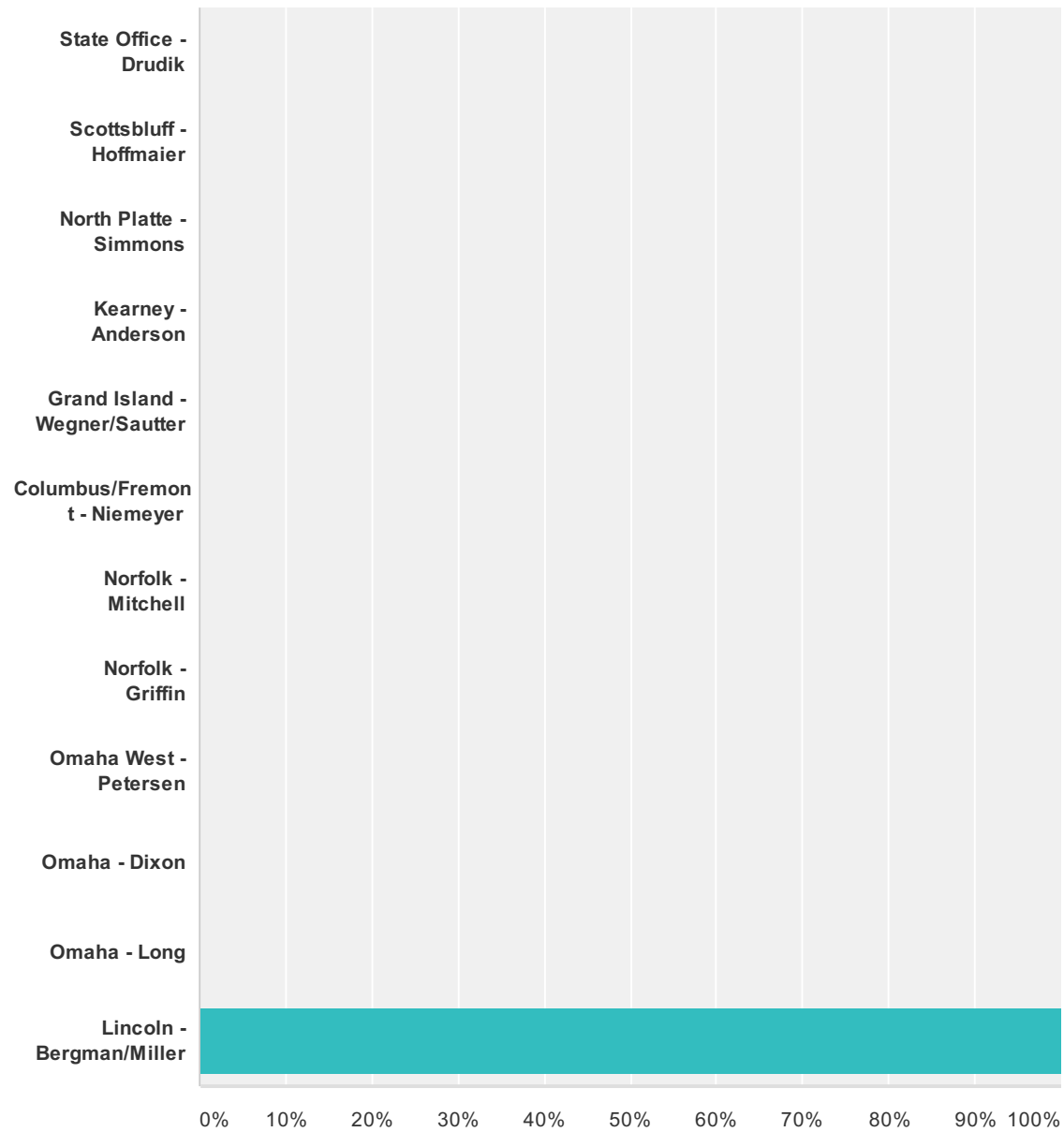
Answered: 195 Skipped: 0



Answer Choices	Responses	
Consumer/client	96.41%	188
Family member	4.10%	8
Total Respondents: 195		

Q10 Which VR Team served this client?

Answered: 195 Skipped: 0



2013/14 VR Client Satisfaction Survey-

Answer Choices	Responses
State Office - Drudik	0.00% 0
Scottsbluff - Hoffmaier	0.00% 0
North Platte - Simmons	0.00% 0
Kearney - Anderson	0.00% 0
Grand Island - Wegner/Sautter	0.00% 0
Columbus/Fremont - Niemeyer	0.00% 0
Norfolk - Mitchell	0.00% 0
Norfolk - Griffin	0.00% 0
Omaha West - Petersen	0.00% 0
Omaha - Dixon	0.00% 0
Omaha - Long	0.00% 0
Lincoln - Bergman/Miller	100.00% 195
Total	195